



JOHN ENGLER  
GOVERNOR

STATE OF MICHIGAN  
PUBLIC SERVICE COMMISSION  
DEPARTMENT OF CONSUMER & INDUSTRY SERVICES  
NOELLE A. CLARK, DIRECTOR

September 24, 2002

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room – TW-A325  
Washington, DC 20554

RE: TRS Certification Application for the Michigan Relay Center

Dear Ms. Dortch:

The Michigan Public Service Commission (MPSC) submits the following documentation for renewal of its certification of telecommunications relay services (TRS) from the Federal Communications Commission, pursuant to its Public Notice: DA 02-1006 released May 1, 2002.

The Michigan Relay Center (MRC) was established by the MPSC in its order in Case No. U-9117, dated March 13, 1990. The order directed local exchange carriers in Michigan to, among other things, design and implement a telecommunications relay system to provide intrastate communications for hearing and speech-impaired citizens of Michigan, and to place the system in operation within 18 months of the date of the order.

Ameritech Michigan, f/k/a Michigan Bell Telephone Company, undertook the process of operating the MRC on behalf of all basic local exchange service providers in Michigan. The MRC design proceeded with the objective of providing the highest quality service possible. Input for the design of the system was gathered via discussions with hearing-impaired communities, visits to other relay centers, and experiences from other TRS providers, and on May 29, 1991, the MRC commenced operation.

In its order dated December 5, 1991, the MPSC authorized the MRC to handle interstate calls originating in Michigan, and intrastate calls.

Section 315 of 1991 Public Act 179 as amended, directed the MPSC to require the establishment of a single, statewide relay system for persons with hearing and speech disabilities and also lists specific requirements and conditions for the establishment of a relay system.

On May 6, 1992, the MPSC issued an order in Case No. U-10086, which acknowledged that all provisions of Section 315 were met through previous MPSC orders. The order also stated that the Commission had reviewed the requirements of the 1990 Americans with Disabilities Act and found that Michigan's relay program met or exceeded those requirements, in all respects.

I certify that the State of Michigan's TRS program has met the mandatory minimum standards, *In the matter of the State of Michigan – Telecommunications Relay Services (TRS) Application for State Certification Renewal Pursuant to Title IV of the Americans with Disabilities Act, 47 U.S.C. § 225, at 47 C.F.R. §§ 64.601 – 605.*

§ 64.604(c)(2)

*Public Access to Information:* This section requires carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TT numbers in telephone directories, assure that callers in their service areas are aware of the availability and use of TRS. Samples of directory pages, billing inserts, and the 2001 Michigan Relay Center Advisory Board Annual Report, demonstrate compliance with this requirement. (See attachments, Section I.)

§ 64.605(b)(2)

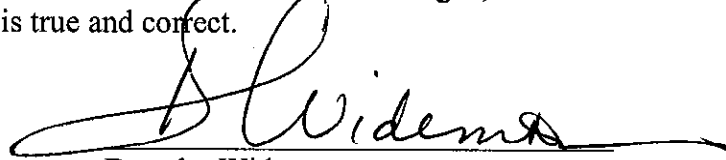
This section requires that the state program provide adequate procedures and remedies for enforcing the requirements of the state program. Sections 315 and 601 of the Michigan Telecommunications Act, demonstrate compliance with this requirement. (See attachments, Section II.)

§ 64.605(d)

*Method of Funding:* This section requires mechanisms, if labeled, to be labeled in a manner that promotes national understanding of TRS and does not offend the public. The state must advise whether labeling is used in connection with the funding for the state's TRS program and, if so, submit sample telephone bill or other documents with funding label attached demonstrating compliance with this requirement. Enclosed is a one-page summary sheet listing the funding mechanism and excerpts from orders of the Michigan Public Service Commission regarding the TRS funding mechanism. (See attachments, Section III.)

The undersigned, duly authorized to act on behalf of the State of Michigan, certifies under penalty of perjury that the foregoing is true and correct.

Executed on: September 24, 2002

A handwritten signature in black ink, appearing to read 'D. Wideman', with a long horizontal flourish extending to the right.

Dorothy Wideman  
Executive Secretary

Attachments

c: Ms. Dana Jackson,  
Federal Communications Commission  
Consumers and Governmental Affairs Bureau  
445 12<sup>th</sup> Street, SW – Room 5-A741  
Washington, DC 20554

Ms. Sheryl Todd  
Federal Communications Commission  
Accounting Policy Division  
445 12<sup>th</sup> Street, SW – Room 5-B54  
Washington, DC 20554

Qualex International  
Portals II  
445 12<sup>th</sup> Street, SW - Room CY-B402  
1231 20<sup>th</sup> Street, NW  
Washington, DC 20554

## Section I

Includes documents regarding:

- Sec.64.604 Mandatory minimum standards.
- SBC – Ameritech Greater Lansing Area – White & Yellow Pages --  
Information on the Michigan Relay Center
- Ameritech bill insert – “711 Info”
- Telephone Directory: How to Reach Verizon
- Verizon bill insert: Dial 711 to reach Telecommunications Relay Centers
- MRC – Michigan Relay Center – Bridging the Communication Gap
- Michigan Relay Center – Advisory Board annual Report 2001

## Michigan Relay Center - FCC TRS Certification Documentation 9/02

### Sec. 64.604 Mandatory minimum standards.

#### (a) Operational standards—

- (1) Communications assistant (CA). TRS providers are responsible for requiring that CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities; and that CAs have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications. CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed. TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is [[Page 238]] able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

The Michigan Relay Center (MRC) requires that its Relay Representatives (CAs or reps) type at a minimum speed of 60 W.P.M., which is determined by giving an oral-to-type test. In addition, prospective MRC reps are tested in the areas of grammar, reading, spelling, and are interviewed on their familiarity with cultures of the user group.

Interpretation of typewritten ASL is provided by qualified interpreters/translators hired specifically for this purpose. Translators are given receptive and expressive tests as part of the qualification process.

MRC reps are given training in Deaf Culture by deaf qualified trainers. This training covers areas such as, the history of deafness; terminology of deafness; language of the deaf, impact of expression skill and how they view their culture; communication systems and devices; as well as stereotypes and myths of deafness. MRC reps learn the history of the establishment of the MRC and receive hands-on experience in making telephone calls using a TTY and calling through the MRC. Other user groups, such as speech-impaired, are also discussed during training sessions.

The MRC does not provide VRS at this time.

## Michigan Relay Center - FCC TRS Certification Documentation 9/02

- (2) Confidentiality and conversation content. (i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls. (ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. A STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

MRC CAs are required to maintain strict confidentiality regarding relayed conversations. They are prohibited from disclosing and keeping records of the content of any relayed conversation. CAs relay all conversations regardless of content, staying within role, and applying no judgement to the call.

The equipment used in the MRC is specifically designed to be incapable of saving the text of relay conversations. This text is erased from the CA's position at the end of each call. The only records that are maintained by the MRC are customer billing records. If a customer experiences equipment trouble during call-handling, the CA may record the customer's number to refer the problem for resolution.

MRC CAs do not intentionally alter or summarize a relayed conversation. All conversation is relayed verbatim, however, at the request of the user(s), conversation is relayed in English word order to the hearing party. This is done by means of a qualified interpreter/translator. To the extent possible, the CAs will transmit to the TTY user everything that is said and heard while on the relay call.

CAs are trained to ask, as part of STS call set up, if the customer wishes the CA to take an active or passive role in processing the call. CAs are provided specific training on these roles to facilitate the call. The training emphasizes that the caller always maintains full control of the call and at no time would a CA interfere in the conversation. An example of the active role would be for the CA to repeat everything voiced by the STS user, unless no need is evident. In the passive role, the CA will only facilitate upon request, or if the need becomes evident.

Communications Assistants are also trained to allow the relay user to direct aspects of their call, such as, not having the Communications Assistant introduce the call or allowing the caller to provide their own explanation of the relay service.

## Michigan Relay Center - FCC TRS Certification Documentation 9/02

- (3) Types of calls. Consistent with the obligations of common carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services. TRS shall be capable of handling any type of call normally provided by common carriers and the burden of proving the infeasibility of handling any type of call will be placed on the carriers. Providers of TRS are permitted to decline to complete a call because credit authorization is denied.

The MRC imposes no restriction on the length or number of sequential calls placed by its customers.

The MRC is capable of handling all types of calls. Coin sent paid is handled in the manner prescribed by the FCC. In addition, the MRC is in compliance with all traditional TRS call handling, as well as for 900 pay per call, Speech to Speech and Spanish Relay.

- (4) Handling of emergency calls. Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to the nearest Public Safety Answering Point (PSAP). In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

The CAs utilize a list of emergency agency numbers to immediately connect the callers to the nearest PSAP and complete the relay call. The process consists of two steps: the CA asks the customer for the name of the city in which they need emergency service, then the CA connects the customer to the emergency agency. Typically, a supervisor will be immediately assigned to work with the CA in any emergency call situation. Communications Assistants pass the caller's telephone number, address, or other details about the emergency to the agency to ensure the rendering of immediate emergency service.

- (5) In-call replacement of CAs. CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

"In-call replacement of CA" procedures are in full compliance with FCC requirements. Anytime a change of Communications Assistant occurs, both parties will be notified with minimum disruption to the call. Communications Assistants stay with STS calls for a minimum of 15 minutes and all other relay calls for a minimum of 10 minutes.

- (6) CA gender preferences. TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

The MRC makes every effort to accommodate a TRS user's requested CA gender, both when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

- (7) STS called numbers. Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

All STS customers have the option of filling out a Relay Choice Profile to include preferences for their calls. One of these options is Personal Memory Dial (PMD), which can include up to 20 numbers. The customer gives the CA a name from their PMD and the number is then accessed and automatically inserted in the bill for dialing.

Our STS call procedures require the CA to repeat the name and number the customer is calling as part of normal call set up.

## Michigan Relay Center - FCC TRS Certification Documentation 9/02

### (b) Technical standards--

- (1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

The MRC equipment is capable of interfacing with both ASCII and Baudot users, at any speed generally in use.

- (2) Speed of answer. TRS shall include adequate staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. TRS shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS center's network. The call is considered delivered when the relay center's equipment accepts the call from the local exchange carrier and the public switched network actually delivers the call to the TRS center. Abandoned [[Page 239]] calls shall be included in the speed-of-answer calculation. A provider's compliance with this rule shall be measured on a daily basis. The system shall be designed to a P.01 standard. A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the relay center to relay administrators and relay centers upon request.

The MRC is engineered and staffed to consistently meet or exceed service levels that are functionally equivalent to those a voice caller would experience in attempting to reach a party through the voice network. Internal Speed of Answer objectives far exceeds the 10 second performance standard.

- (3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

MRC customers have access to their chosen interexchange carrier via a trunking arrangement which returns the call to the calling customers' carrier of choice in the LATA of call origination. All other operator services are provided to MRC users on intraLATA calls, and to the extent that the interexchange carrier offers these services, on interLATA calls. This access is equal to access provided to voice network users.

- (4) TRS facilities. TRS shall operate every day, 24 hours a day. TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use. TRS shall transmit conversations between TTY and voice callers in real time. Adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. Relay services that are not mandated by this Commission are not required to be provided every day, 24 hours a day.

The MRC operates every day, 24 hours a day. Two separate but linked relay center facilities have been established in widely separated cities to help ensure continuous relay service. Both centers are capable of handling all traffic offered by the Automatic Call Distributor (ACD) in the event that one center experiences a failure. An uninterrupted power supply is provided for the ACD as well as for both relay center facilities.



## Michigan Relay Center - FCC TRS Certification Documentation 9/02

- (5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. VCO and HCO technology are required to be standard features of TRS.

VCO and HCO are standard technologies offered to users of the MRC.

The MRC and the MPSC consistently keep apprised of improved technologies that foster the availability of telecommunications to persons with disabilities.

- (6) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages. Relay services shall be capable of handling pay-per-call calls.

CAs utilize a hot key to inform customers of when they have reached a recorded message. Customers are not charged when subsequent calls are necessary for capturing additional information from recorded messages/ interactive menus, nor are they charged for redialing to complete calls. The MRC is compliant in offering pay-per-call service.

## Michigan Relay Center - FCC TRS Certification Documentation 9/02

### (c) Functional standards--

#### (1) Consumer complaint logs.

- (i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.
- (ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

The MRC and the MPSC each maintain their own TRS log of consumer complaints and will retain the logs until the next application for certification is granted. The complaint logs are maintained in the format required under this section, and are filed accordingly on July 1 of each year.

#### (2) Contact persons--

- (i) Beginning on June 30, 2000, states must submit to the Commission a contact person or office for TRS consumer information and complaints about intrastate TRS. This submission must include, at a minimum, the name and address of the state office that receives complaints, grievances, inquiries and suggestions, voice and TTY telephone numbers, fax number, e-mail address, and physical address to which correspondence should be sent.
- (ii) Beginning on June 30, 2000, providers of interstate TRS and relay providers having state TRS contracts must submit to the Commission a contact person or office for TRS consumer information and complaints about the provider's service. This submission must include, at a minimum, the name and address of the office that receives complaints, grievances, inquiries and suggestions, voice and TTY telephone numbers, fax number, e-mail address, and physical address to which correspondence should be sent.

The MPSC and the MRC respectively have complied with the requirement under this section.

## Michigan Relay Center - FCC TRS Certification Documentation 9/02

- (3) Public access to information. Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

The MRC telephone number is listed in the front information section of the telephone directory, and is available through directory assistance. The MRC sponsors Town Hall meetings, outreach programs and seminars to foster a better understanding of TRS, specifically, the methods and procedures used in relay. Ongoing efforts are made by the MRC to educate not only those who are Deaf, but hard-of-hearing, speech disabled, senior citizens, as well as the general population.

Furthermore, the MRC publishes and distributes to the Deaf Community informational brochures and newsletters on the MRC. Periodic telephone bill inserts are used to keep all customers informed on TRS issues, e.g., 7-1-1 Access to TRS. The MRC maintains its own website at [www.michiganrelay.com](http://www.michiganrelay.com).

In addition, the MRC has an Advisory Board that consists of 3 members. Members include one person from the MPSC Staff, one person from the Deaf Community, and one person from the Telecommunications Industry. Meetings are held on a quarterly basis and are open to the public.

- (4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.

MRC users pay rates which are equivalent to those rates applicable to (direct dialed) calls on the voice network. There is no additional charge for use of the relay service which is accessed by a toll-free 800 number or by dialing 7-1-1.

## Michigan Relay Center - FCC TRS Certification Documentation 9/02

### (5) Jurisdictional separation of costs--

- (i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.

Where appropriate, costs of providing TRS are separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.

- (ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under Sec. 64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

MRC costs caused by interstate TRS shall be recovered utilizing a shared-funding cost recovery mechanism. MRC is a state certified program under Sec. 64.605. The state regulatory agency does permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. The MRC does not provide VRS at this time.

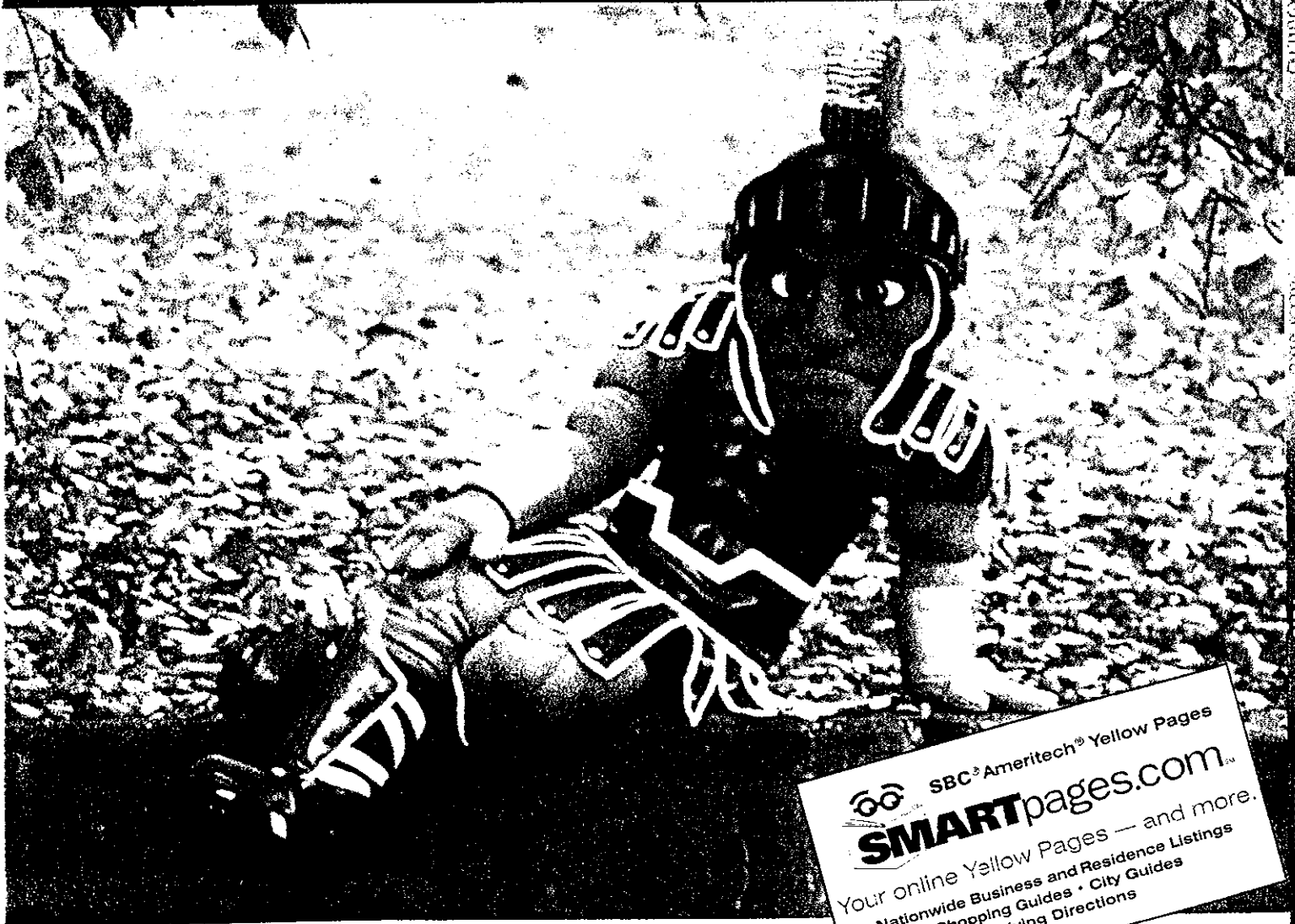
- (iii) Telecommunications Relay Services Fund. Effective July 26, 1993, an Interstate Cost Recovery Plan, hereinafter referred to as the TRS Fund, shall be administered by an entity selected by the Commission (administrator). The initial administrator, for an interim period, will be the National Exchange Carrier Association, Inc.



# Greater Lansing Area

White & Yellow Pages

July 2002 Issue • Area Code 517



SBC® Ameritech® Yellow Pages  
**SMARTpages.com**  
Your online Yellow Pages — and more.  
Nationwide Business and Residence Listings  
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Driving Directions

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# Rights & Responsibilities

## Local & Long Distance Dialing

- Local calls within your area code  
Dial the 7-digit number
- Local calls outside your area code  
Dial 1 + area code + 7-digit number
- Long distance direct dial station paid calls  
Dial 1 + area code + 7-digit number
- Long distance alternately billed calls  
Dial 0 + area code + 7-digit number
- Toll free 800, 866, 877 or 888  
area code calls  
Dial 1 + 800, 866, 877 or 888 +  
7-digit number

If you are unsure whether a call is local or long distance, contact your local telephone service provider at the appropriate number for local calling area information on the Telephone Provider Information page.

## Michigan Relay Center

The Michigan Relay Center (MRC) makes it possible for deaf, hard-of-hearing and/or speech-impaired TTY phone customers to call persons or businesses without TTYs anywhere 24 hours a day, 7 days a week. A hearing person may also use the MRC to call a TTY user. All calls are confidential and billed at regular telephone rates. To use the service:

TTY/Voice.....Dial 711 or 800-649-3777

## Rates To Other Calling Areas

Long distance service to other calling areas, states and countries is provided by long distance companies. Rates are determined by the company that provides the service.

## Operator-Assisted Calls

To make an operator-assisted call, dial 0 + area code (if necessary) + 7-digit number. When the operator answers, state the type of call you are making. Service charges may apply when the operator helps place a local or long distance call. If you have trouble on your call, hang up. Then pick up the phone again and dial "0" for an operator. Explain the situation so the operator can help you.



## RIGHTS & RESPONSIBILITIES

Your local telephone services are regulated services, subject to the terms and conditions of its tariffs on file with the Michigan Public Service Commission.

### Fair Resolution of Complaints

You have the right to have your complaints and grievances about telephone services, billing or other policies and procedures settled fairly.

If you have a question about a policy or procedure, call your local telephone service provider at the number for bill inquiries listed on the Telephone Provider Information page. Your service representative has the responsibility to answer your questions and resolve your problems.

If you are not satisfied with the company's decision, you may also call the Michigan Public Service Commission at 517-241-6180 or 800-292-9555. If you prefer, you may write to:

**Michigan Public Service Commission**  
P.O. Box 30221  
Lansing, MI 48909

## SBC Ameritech Special Needs Center

The SBC Ameritech Special Needs Center helps people with special needs maintain an active life style by offering a wide variety of assistive telephone and communication products that can help people with hearing, speech, vision or mobility problems. The Special Needs Center is also able to assist business, healthcare, and government entities meet their ADA obligations. Equipment is billed at competitive and tariff rates. For more information call 800-433-8505.

### Credit For Loss of Service

If you are unable to make or receive calls due to problems in the outside telephone line, and are without service for more than 24 hours after reporting it, you may be entitled to a credit on your next bill for the local telephone service charge. Call your local telephone service provider at the appropriate telephone number listed on the Telephone Provider Information page.

### Directory Errors & Omissions

SBC Ameritech cannot guarantee White Pages listings, and is not responsible for damages if your listing is incorrect or omitted. Exceptions are listed in tariffs filed with the Michigan Public Service Commission.

Should an error occur, our liability is limited by our tariffs to the resulting impairment of the service and in no case shall exceed the charge for the service, excluding message charges, for the period covered by the directory. Errors or omissions in advertising are governed by the terms and conditions of the advertising contract.

To appear accurately in the next directory, listing corrections must arrive at SBC Ameritech four months before the month shown on this directory cover.

*Rights & Responsibilities continued on next page*



BEVERLY A SMITH  
10031 LAKESIDE  
WHITE LAKE, MI 48386-2233

Page 2 of 2  
Account Number 248 698-1619 152 9  
Billing Date Jun 19, 2001

Expense

## News You Can Use

### AVOID DISCONNECTION

All of the charges must be paid each month to keep your account current and avoid collection activities. However, certain charges **MUST** be paid in order to avoid disconnection of basic local service. Currently, for this account that amount is \$18.04.

### LOCAL TOLL INFO

Our records show that you have AMERITECH or a company that resells services of AMERITECH as your carrier for local toll service.

### LONG DISTANCE INFO

Our records show that you have selected AT&T or a company that resells services of AT&T as the presubscribed carrier for all of your long distance services.

### SERVICE CREDIT

From 12/20/00 to 09/01/01, all residential customers and small businesses with 19 or less lines who schedule an install/repair job requiring access, can receive a \$25 credit if Ameritech misses it. To get the credit, you must notify us of the miss. It won't be given if we inform you 24 hrs before that the appointment can't be kept or if it's missed due to factors beyond Ameritech's direct control.

### 711 INFO

Effective 07/11/01, Ameritech Michigan customers will be able to reach the state's Telecommunications Relay Center, known as the Michigan Relay Center (MRC), by dialing 711. The MRC provides communication assistance with calls to and from deaf, hard-of-hearing, or speech-impaired persons. The FCC mandates that all telecommunication carriers must implement this code by 10/01/01.

### BEST TIMES TO CALL

Due to high call volumes experienced on Mondays and Tuesdays, it is generally quicker to reach us Wednesdays through Fridays.

### GO PAPERLESS

Go paperless with on-line billing! See and pay your Ameritech bill on-line each month. No stamps, no checks, no waste, no waiting. Enroll in Ameritech's on-line billing program at [www.ameritech.com](http://www.ameritech.com).

2



## LOCAL TELEPHONE COMPANIES



# How to Reach Verizon

### FOR INSTALLATION/ADDITIONAL SERVICES/CHANGES IN SERVICES, CALL:

Residential Customers .....	<b>1-800-483-4000</b>
Business Customers .....	<b>1-800-483-5000</b>

### FOR QUESTIONS ABOUT YOUR BILL, CALL:

Residential Customers .....	<b>1-800-483-3000</b>
Business Customers .....	<b>1-800-483-5000</b>

### FOR PROBLEMS WITH YOUR TELEPHONE SERVICE, CALL:

Answered 24 hours a day including holidays

Residential Customers .....	<b>1-800-483-1000</b>
Single Line Business Customers (two lines or less) .....	<b>1-800-483-1000</b>
Multiline Business Customers (three lines or more) .....	<b>1-800-483-2000</b>

### FOR PERSONS WITH HEARING OR SPEECH DISABILITIES, CALL:

Michigan Relay Center	
Text Telephone (TTY) Customers .....	<b>7 1 1 or 1-800-649-3777</b>

### CENTRO DE SERVICIO—SE HABLA ESPAÑOL

Instalación, traslados, cancelaciones, servicios especiales, equipo telefónico, facturación

llame gratis al .....	<b>1-800-743-2483</b>
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### VERIZON LONG DISTANCE

Residential Customers .....	<b>1-800-483-3737</b>
Business Customers .....	<b>1-800-483-1660</b>

CUSTOMER INFO GUIDE





Telephone Number 231 853-2925 650101  
 Account Number 21 6070 2394022051 08  
 Statement Ending Mar 22, 2002

PAGE 6 OF 10

**CONVENIENT PAYMENT PLANS****Extended Payment Schedule**

1 Payment 4 of 6 included with this bill. 31.49

Remaining balance is \$62.98.

MULTIHAND CRDLSS CORD BASE 121701

Total \$ 31.49

**Verizon non-basic charges \*\***

\$ 35.44

\*\*Non-payment of non-basic service charges WILL NOT result in the disconnection of your local telephone service.

**Total Verizon charges**

\$ 68.90

Telephone service in Michigan is governed by the Public Service Commission, Lansing, Michigan.

Rate schedules for local exchange service rendered are available and will be mailed upon request.

If you have checked the box on the first page of your phone bill or called your local business office and signed up to be a Literacy Champion, a tax deductible \$1 donation will be included monthly in the Verizon section of your bill. Contributions will benefit Verizon Reads, a non-profit effort supporting literacy programs. Even if you check the box or call the local business office to sign up, you are not required to pay the literacy donation. Phone service will not be terminated if you do not contribute. To discontinue your literacy donation, call the phone number listed on page three of your bill.

FYI

- **Dial 711 to reach Telecommunications Relay Centers**

Telecommunications Relay Centers make it possible for telephone users and TTY users (including people with hearing and speech disabilities) to communicate with each other. And now there's an easy way to reach the Relay Center....just dial 711 from your telephone or TTY.

TRS State Certification FCC Application  
State of Michigan – September 24, 2002

## Section II

Includes:

- Excerpts from the Michigan Telecommunications Act

(Compiled by MPSC Staff on 7/17/00)

MICHIGAN TELECOMMUNICATIONS ACT

Act 179 of 1991  
as amended by Act 216 of 1995,  
Acts 95, 96 and 183 of 1997  
Acts 41, 259 and 260 of 1998  
Act 31 of 1999  
and Act 295 of 2000

ARTICLE 1

GENERAL PROVISIONS

Sec. 101. (1) This act shall be known and may be cited as the "Michigan telecommunications act".

(2) The purpose of this act is to do all of the following:

(a) Ensure that every person has access to just, reasonable, and affordable basic residential telecommunications service.

(b) Allow and encourage competition to determine the availability, prices, terms, and other conditions of providing telecommunication services.

(c) Restructure regulation to focus on price and quality of service and not on the provider. Supplement existing state and federal law regarding antitrust, consumer protection, and fair trade to provide additional safeguards for competition and consumers.

(d) Encourage the introduction of new services, the entry of new providers, the development of new technologies, and increase investment in the telecommunication infrastructure in this state through incentives to providers to offer the most efficient services and products.

(e) Improve the opportunities for economic development and the delivery of essential services including education and health care.

(f) Streamline the process for setting and adjusting the rates for regulated services that will ensure effective rate review and reduce the costs and length of hearings associated with rate cases.

(g) Encourage the use of existing educational telecommunication networks and networks established by other commercial providers as building blocks for a cooperative and efficient statewide educational telecommunication system.

(h) Ensure effective review and disposition of disputes between telecommunication providers.

(i) Authorize actions to encourage the development of a competitive telecommunication industry.

Sec. 102. As used in this act:

(a) "Access service" means access to a local exchange network for the purpose of enabling a provider to originate or terminate telecommunication services within the local exchange. Except for end-user common line services, access service does not include access service to a person who is not a provider.

service area that is subject to the waiver.

#### D. DISCONTINUANCE OF SERVICE

Sec. 313. (1) A telecommunication provider that provides either basic local exchange or toll service, or both, may not discontinue either service to an exchange unless 1 or more alternative telecommunication providers are furnishing the same telecommunication service to the customers in the exchange.

(2) A telecommunication provider proposing to discontinue a regulated service shall file a notice of the discontinuance of service with the commission, publish the notice in a newspaper of general circulation within the exchange, and provide other reasonable notice as required by the commission.

(3) Within 30 days after the date of publication of the notice required by subsection (2), a person or other telecommunication provider affected by a discontinuance of services by a telecommunication provider may apply to the commission to determine if the discontinuance is authorized pursuant to this act.

Sec. 314. (1) A provider of a regulated service shall not discontinue the regulated service for failure by a customer to pay a rate or charge imposed for an unregulated service. For purposes of this section, the commission may determine how payments are allocated between regulated and unregulated services.

(2) The commission shall determine when and under what conditions a provider of basic local exchange service may discontinue service under this section.

#### E. SERVICES FOR THE HEARING IMPAIRED

Sec. 315. (1) The commission shall require each provider of basic local exchange service to provide a text telephone-telecommunications device for the deaf at costs to each individual who is certified as deaf or severely hearing-or speech-impaired by a licensed physician, audiologist, or qualified state agency, and to each public safety answering point as defined in section 102 of the emergency telephone service enabling act, Act No. 32 of the Public Acts of 1986, being section 484.1102 of the Michigan Compiled Laws.

(2) The commission shall require each provider of basic local exchange service to provide a telecommunications relay service whereby persons using a text telephone-telecommunications device for the deaf can communicate with persons using a voice telephone through the use of third party intervention or automatic translation. Each provider of basic local exchange service shall determine whether to provide a telecommunications relay service on its own, jointly with other basic local exchange providers, or by contract with other telecommunication providers. The commission shall determine the technical standards and essential features of text telephone and telecommunications relay service to ensure their compatibility and reliability.

(3) The commission shall appoint a 3-person advisory board consisting of a representative of the deaf community, the commission staff, and providers of basic local exchange service to assist in administering this section. The

advisory board shall hold meetings, open to the public, at least once each 3 months, shall periodically seek input on the administration of this section from members of the deaf, hearing, or speech impaired community, and shall report to the commission at least annually. The advisory board shall investigate and make recommendations on the feasibility of hiring a reasonably prudent number of people from the deaf or hearing impaired and speech impaired community to work in the provision of telecommunication relay service.

(4) Rates and charges for calls placed through a telecommunication relay service shall not exceed the rates and charges for calls placed directly from the same originating location to the same terminating location. Unless ordered by the commission, a provider of a telecommunications relay service shall not be required to handle calls from public telephones except for calls charged collect, cash, to a credit card, or third party number.

(5) Notwithstanding any other provision of this act, a provider may offer discounts on toll calls where a text telephone-telecommunications device for the deaf is used. The commission shall not prohibit such discounts on toll calls placed through a telecommunication relay service.

(6) The commission shall establish a rate for each subscriber line of a provider to allow the provider to recover costs incurred under this section and may waive the costs assessed under this section to individuals who are deaf or severely hearing impaired or speech impaired.

#### F. LIFELINE SERVICES

Sec. 316. (1) The commission shall require each provider of residential basic local exchange service to offer certain low income customers the availability of basic local exchange service and access service at reduced rates as described in subsections (2) and (3).

(2) Except as provided under subsections (3) and (4), the rate reductions for low income customers shall be at a minimum, 20% of the basic local exchange rate or \$8.25, which shall be inclusive of any federal contribution, whichever is greater.

(3) If the low income customer is 65 years of age or more, the rate reduction shall be at a minimum, 25% of the basic local exchange rate or \$8.25, which shall be inclusive of any federal contribution, whichever is greater.

(4) The total reduction under subsection (2) or (3) shall not exceed 100% of all end-user common line charges and the basic local exchange rate.

(5) To qualify for the reduced rate under this section, the person's annual income shall not exceed 150% of the federal poverty income standards as determined by the United States office of management and budget and as approved by the state treasurer.

(6) The commission shall establish a rate for each subscriber line of a provider to allow the provider to recover costs incurred under this section.

(7) The commission shall take necessary action to notify the general public of the availability of lifeline services including, but not limited to, public service announcements, newspaper notices, and such other notice reasonably calculated to reach those who may benefit from the services.

commission finds a pattern of violations of section 505 or 507.

(f) Issue cease and desist orders.

(3) Notwithstanding subsection (2), a fine shall not be imposed for a violation of section 505 or 507 if the provider has otherwise fully complied with sections 505 and 507 and shows that the violation was an unintentional and bona fide error notwithstanding the maintenance of procedures reasonably adopted to avoid the error. Examples of a bona fide error include clerical, calculation, computer malfunction, programming, or printing errors. An error in legal judgment with respect to a person's obligations under section 505 is not a bona fide error. The burden of proving that a violation was an unintentional and bona fide error is on the provider.

(4) If the commission finds that a party's complaint or defense filed under this section is frivolous, the commission shall award to the prevailing party costs, including reasonable attorney fees, against the nonprevailing party and their attorney.

Sec. 507. (1) A telecommunications provider shall not include or add optional services in an end-user's telecommunications service package without the express oral or written authorization of the end-user.

(2) Upon the receipt of a complaint filed by a person alleging a violation of this section or upon the commission's own motion, the commission may conduct a contested case as provided under section 203.

## ARTICLE 6

### PENALTIES, REPEALS, AND EFFECTIVE DATES

Sec. 601. If after notice and hearing the commission finds a person has violated this act, the commission shall order remedies and penalties to protect and make whole ratepayers and other persons who have suffered an economic loss as a result of the violation, including, but not limited to, 1 or more of the following:

(a) Except as provided in subdivision (b), the person to pay a fine for the first offense of not less than \$1,000.00 nor more than \$20,000.00 per day that the person is in violation of this act, and for each subsequent offense, a fine of not less than \$2,000.00 nor more than \$40,000.00 per day.

(b) If the provider has less than 250,000 access lines, the provider to pay a fine for the first offense of not less than \$200.00 or more than \$500.00 per day that the provider is in violation of this act, and for each subsequent offense a fine of not less than \$500.00 or more than \$1,000.00 per day.

(c) A refund to ratepayers of the provider of any collected excessive rates.

(d) If the person is a licensee under this act, that the person's license is revoked.

(e) Cease and desist orders.

(f) Except for an arbitration case under section 252 of part II of title II of the communications act of 1934, chapter 622, 110 Stat. 66, attorney fees

and actual costs of a person or a provider of less than 250,000 end-users.

Sec. 602. The commission shall assure that none of the amounts paid pursuant to section 601 or any other related defense costs are passed through to the provider's customers in any manner.

Sec. 603. The following acts and parts of acts are repealed:

<u>Year of Act</u>	<u>Public Act Number</u>	<u>Section Numbers</u>	<u>Compiled Law Sections (1979)</u>
1883	72		484.51
1913	206	1 to 3f	484.101 to 484.103f
		4 to 11a	484.104 to 484.111a
		12 to 14	484.112 to 484.114
		19 to 24	484.119 to 484.124
		26	484.126
1913	383		469.491 to 469.493

Sec. 604. This act is repealed effective December 31, 2005.

#### ARTICLE 7

##### TELECOMMUNICATION SERVICE RATES

Sec. 701. (1) Notwithstanding any other provision of this act and except as allowed by section 304(10) or for services determined to be competitive under subsection (3) and for rates charged under contract, the rate charged for every telecommunication service provided to an end-user in this state shall be no higher than the rate charged for the service as of May 1, 2000.

(2) The rate for any new service not offered under a contract that is functionally equivalent or substantially similar to an existing service shall be set no greater than the rate allowed for the existing service under subsection (1).

(3) The rates determined under this section shall remain in effect for each service until December 31, 2003, or until the commission determines that a service is competitive for an identifiable class or group of customers in an exchange, group of exchanges, or other clearly defined geographical area, whichever is earlier.

(4) The commission shall issue a determination as to whether a service is competitive within 60 days from the date the application is filed. If the determination is not made within the 60 days, the service is considered competitive.

(5) A complaint arising under this section shall be determined by the commission under section 203.

## Section III

Includes:

- List of the funding mechanism for the Michigan Relay Center followed by excerpts from referenced Michigan Public Service Commission Orders.
- M.P.S.C. Case No. U-10086



**In the matter of the State of Michigan –Telecommunications Relay Services (TRS)  
Application for State Certification Renewal Pursuant to Title IV of the Americans  
with Disabilities Act, 47 U.S.C. § 225, are codified at 47 C.F.R. §§ 64.601 – 605.**

§ 64.605(d)

Funding mechanism for the Michigan Relay Center is as follows:

<u>Company</u>	<u>MPSC Order No. or Public Act</u>	<u>Factor*</u>
Allendale	U-10079	\$ .10
Baraga	U-10900	\$ .13
Ameritech	U-8997 U-10672	\$ .135
GTE North	U-9385	N/A **
All other companies	PA 179	N/A ***

\* Factor - The amount included in basic local exchange rates as revenues on applicable per access line basis.

\*\* GTE North - GTE North in Case No. U-9385 agreed to provide \$1,457,000 annually for the TRS.

\*\*\* All Other - All companies not listed above absorb the cost of the program. They do not pass the program costs on to the customer nor do they include a rate factor in basic local exchange rates..

Note: Attached are excerpts from the above stated orders for supporting documentation.

STATE OF MICHIGAN  
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

\* \* \* \* \*

An inquiry, on the Commission's own motion, into the establishment and operation of a statewide telecommunications relay system for persons who are hearing and/or speech impaired.

Case No. U-9117

At a session of the Michigan Public Service Commission held at its offices in the city of Lansing, Michigan, on the 13th day of March, 1990.

PRESENT: Hon. William E. Long, Chairperson  
Hon. Steven M. Fetter, Commissioner  
Hon. Ronald E. Russell, Commissioner

OPINION AND ORDER

I.

HISTORY OF PROCEEDINGS

On May 26, 1988, the Commission issued its order and notice of hearing establishing this contested case to gather information concerning the telecommunications needs of hearing- and speech-impaired persons and to evaluate the need for regulatory or other actions to ensure reasonable access to the telecommunications network for hearing- and speech-impaired persons. All local exchange companies (LECs) regulated by the Commission were made parties to the case, and notice of the proceeding was published in daily newspapers throughout the state.

Hearings began before Administrative Law Judge Alfred A. Sullivan (ALJ) on August 9, 1988 and continued on December 5, 1988, March 21, 22, and 23, and June 1, 1989. Michigan Bell Telephone Company (Michigan Bell), GTE North

h. For other local exchange companies, the additional expenses and revenues associated with implementation and operation of the relay system should be reviewed in their formal annual earnings reviews.

THEREFORE, IT IS ORDERED that:

A. A single, statewide relay system shall be established as provided for in this order.

B. An advisory board is created as provided for in this order.

C. Michigan Bell Telephone Company, GTE North Incorporated, Telephone Association of Michigan, and the advisory board shall meet, develop appropriate criteria for the system, solicit bids, and work together to place the relay system in operation within 18 months of the date of this order.

D. Funding for Michigan Bell Telephone Company's and GTE North Incorporated's portions of the relay system shall be provided as authorized in the Commission's March 13, 1990 orders in Cases Nos. U-8987 and U-9385, respectively.

E. For other local exchange companies, the additional expenses and revenues associated with implementation and operation of the relay system shall be reviewed in their formal annual earnings reviews.

The Commission specifically reserves jurisdiction of the matters herein contained and the authority to issue such further order or orders as the facts and circumstances may require.

Any party desiring to appeal this order must perfect an appeal to the appropriate court within 30 days after issuance and notice of this order, pursuant to MCL 462.26.

MICHIGAN PUBLIC SERVICE COMMISSION

/s/ William E. Long  
Chairperson

( S E A L )

/s/ Steven M. Fetter  
Commissioner

/s/ Ronald E. Russell  
Commissioner

By the Commission and pursuant to  
its action of March 13, 1990.

/s/ Dorothy Wideman  
Its Executive Secretary

STATE OF MICHIGAN  
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

\* \* \* \* \*

In the matter of the application of )  
**ALLENDALE TELEPHONE COMPANY** )  
for authority to alter rates for certain basic )  
local exchange services, to discontinue certain )  
services, and to file revised tariff sheets. )  
\_\_\_\_\_ )

Case No. U-10779

At the April 13, 1995 meeting of the Michigan Public Service Commission in Lansing,  
Michigan.

PRESENT: Hon. John G. Strand, Chairman  
Hon. Ronald E. Russell, Commissioner  
Hon. John L. O'Donnell, Commissioner

ORDER

On January 20, 1995, Allendale Telephone Company (Allendale) filed an application pursuant to 1991 PA 179 (Act 179), MCL 484.2101 et seq., with supporting testimony and exhibits. In its application, Allendale requested authority to alter its rates for certain basic local exchange services, discontinue certain services, and file revised tariff sheets.

Pursuant to due notice, a public hearing was held on March 2, 1995 before Administrative Law Judge James N. Rigas. Allendale and the Commission Staff (Staff) participated in the proceedings. At that time, the testimony and exhibits were admitted into evidence. In addition, the Staff submitted written comments.

In its application, Allendale proposed to alter its basic exchange services by (1) offering exclusive one-party service; (2) discontinuing two-party and four-party business and residential

basic local exchange services; (3) combining basic local exchange service rates and touchcall rates for new installations resulting in a rate of \$5.26 per residential line and \$7.76 per business line; (4) introducing a new class of basic local exchange service without touchcall service for existing residence one-party lines who do not purchase touchcall service, at a rate of \$3.76 per line; (5) including in its basic local exchange service rates an amount of \$0.10 to recover the intrastate cost of providing access to dual-party relay services; (6) introducing a discount to residential one-party subscribers to reflect the cost savings of multiple lines to one point of demarcation; (7) introducing certain residential and business time discounts; and (8) adjusting its service order charges.

Allendale states that its proposed charges, which are related to the intrastate cost of providing access to dual-party relay services, are authorized by Section 315 of Act 179, and will result in an annual increase, on average, of \$1.20 per basic local exchange service line.

Allendale further states that its proposal to adjust the tariff structure of its service charges results in the following charges:

Service Ordering Charge

- |   |         |
|---|---------|
| a. Initial service order, per order         |         |
| Applies to any new customer's service order | \$15.00 |
| b. Subsequent service order, per order      |         |
| Applies to any present customer's order     |         |
| to relocate, install, change or add to      |         |
| the service; additional central office      |         |
| lines, etc.                                 | \$ 9.00 |

Line Connection Charge

Per line	\$12.00
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STATE OF MICHIGAN  
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

\* \* \* \* \*

In the matter of the application of )  
BARAGA TELEPHONE COMPANY for )  
authority to alter rates for various basic )  
local exchange services, to collect costs )  
associated with providing dual party relay )  
services, and to file revised tariff sheets. )  
\_\_\_\_\_ )

Case No. U-10900

At the September 7, 1995 meeting of the Michigan Public Service Commission in Lansing,  
Michigan.

PRESENT: Hon. John G. Strand, Chairman  
Hon. John L. O'Donnell, Commissioner  
Hon. John C. Shea, Commissioner

ORDER APPROVING APPLICATION

On July 18, 1995, Baraga Telephone Company (Baraga) filed an application, with supporting testimony and exhibits, pursuant to Section 304 of 1991 PA 179, MCL 484.2101 et seq., (Act 179). In its application, Baraga requested authority to alter its rates for various basic local exchange services, to collect costs associated with providing dual party relay services, and to file revised tariff sheets to reflect these rate alterations.

Pursuant to due notice, a hearing was held on August 21, 1995 before Administrative Law Judge Albert G. Landa. Baraga and the Commission Staff participated in the proceeding. At the prehearing, the parties stipulated to the admission of the testimony and exhibits.

The Commission FINDS that:

a. Jurisdiction is pursuant to 1991 PA 179, MCL 484.2101 et seq.; 1969 PA 306, as amended, MCL 24.201 et seq.; and the Commission's Rules of Practice and Procedure, R 460.17101 et seq.

b. Baraga's proposal to alter its basic local exchange service rates, so as not to exceed 1% less than the increase in the Consumer Price Index, should be approved.

c. Baraga's request to include \$0.13 in its basic local exchange rates to recover costs associated with providing dual party relay services should be approved.

THEREFORE, IT IS ORDERED that:

A. Baraga Telephone Company is authorized to alter its basic local exchange service rates as set forth in its application and exhibits.

B. Baraga Telephone Company is authorized to include \$0.13 in its basic local exchange service rates to recover costs associated with providing dual party relay services.

C. Baraga Telephone Company shall, within 30 days of issuance of this order, submit to the Commission for approval and filing its tariff sheets in substantially the same form as Exhibit A-5 attached to its application.

D. Baraga Telephone Company shall implement the alterations approved in this order effective with the first billing cycle following the issuance of this order.

The Commission reserves jurisdiction and may issue further orders as necessary.



STATE OF MICHIGAN  
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

\* \* \* \* \*

In the matter of the application of  
MICHIGAN BELL TELEPHONE COMPANY for  
authority to implement a trial plan  
for modified regulation.

Case No. U-8987

At a session of the Michigan Public Service Commission held at its offices  
in the city of Lansing, Michigan, on the 13th day of March, 1990.

PRESENT: Hon. William E. Long, Chairperson  
Hon. Steven M. Fetter, Commissioner  
Hon. Ronald E. Russell, Commissioner

OPINION AND ORDER

I.

HISTORY OF PROCEEDINGS

On December 29, 1987, Michigan Bell Telephone Company (Michigan Bell) filed an application requesting the Commission to revise the method by which it regulates the company. Michigan Bell filed an amended application on May 11, 1988. In pertinent part, Michigan Bell proposed that during a three-year trial, the company's rate-of-return regulation be eliminated, in effect permitting the company to earn any rate of return it could.

On February 7, 1989, the Commission issued an order and notice of hearing. Based on comments and information filed by the parties, as well as previous findings within the orders and reports contained in Cases Nos. U-8716 and U-8816, the Commission found that a competitive market exists for many of Michigan Bell's services such as message toll service (MTS), wide area telephone

funding of approximately \$7 million. Initially, the company will not need this entire amount. However, for the initial start-up and construction of the system, it is reasonable to fund the relay system at a level of \$1 million annually for the next two years, i.e., April 1990 through March 1991, and April 1991 through March 1992. The remaining \$6 million per year shall be refunded to local ratepayers in the form of a temporary credit. This credit will be eliminated gradually as the relay system requires additional funding. The company shall reduce the credit by \$2 million increments on April 1, 1992 and on October 1, 1992 and eliminate the credit on April 1, 1993.

On a per access line basis, the Commission finds that local rates shall be altered as follows:

April 1, 1990	Permanent reduction	\$.27
	Temporary credit	.15
April 1, 1992	Temporary credit reduced to	.10
October 1, 1992	Temporary credit reduced to	.05
April 1, 1993	Temporary credit eliminated	

Finally, the Commission takes notice of the fact that, on February 8, 1990, Michigan Bell filed its first annual report on lifeline service. We recognize that this report may affect the amount of revenue required to fund lifeline service. However, any such determinations should be made following Commission review of Michigan Bell's report; it does not change our finding in this order.

#### Sharing of Future Excess Earnings

In its February 7, 1989 order, the Commission ordered that above the authorized rate of return, a portion of excess earnings shall be returned to ratepayers. Michigan Bell presented the testimony of Harold E. D'Orazio, the company's then Executive Vice-President and Chief Financial Officer, in support

STATE OF MICHIGAN  
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

\* \* \* \* \*

In the matter of the complaint of the )  
MICHIGAN PUBLIC SERVICE COMMISSION )  
STAFF against AMERITECH MICHIGAN. )  
\_\_\_\_\_ )

Case No. U-10672

At the October 12, 1994 meeting of the Michigan Public Service Commission in Lansing,  
Michigan.

PRESENT: Hon. John G. Strand, Chairman  
Hon. Ronald E. Russell, Commissioner  
Hon. John L. O'Donnell, Commissioner

ORDER APPROVING SETTLEMENT AGREEMENT

Ameritech Michigan<sup>1</sup> operates the Michigan Relay Center (MRC) for deaf, hard of hearing, and speech-impaired persons. In its March 13, 1990 order in Case No. U-9117, the Commission required a reconciliation of the costs and revenues for the MRC. On April 1, 1994, Ameritech Michigan filed its 1993 Advisory Board Annual Report.

On September 2, 1994, the Commission Staff (Staff) filed a complaint against Ameritech Michigan. In its complaint, the Staff stated that it had audited Ameritech Michigan's report and discovered that the company has a substantial overcollection of revenue for 1993. The Staff claimed that because access lines are expected to increase, it is unlikely, with the present level and method of funding, that expenses will equal or exceed revenues absent a

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<sup>1</sup>Ameritech Michigan is an assumed name under which Michigan Bell Telephone Company does business.

Commission order. As a result, the Staff alleged that Ameritech Michigan will remain in a permanent overrecovery position.

The Staff further alleged that Ameritech Michigan entered into a contract with Ohio Bell Telephone Company (Ohio Bell), its affiliate, for the use of the MRC by Ohio Bell. The Staff claimed that Ameritech Michigan undercharged Ohio Bell in excess of \$1,000,000. According to the Staff, Ameritech Michigan's action of extending more favorable terms to an affiliate violates Section 305(1)(p) of the Michigan Telecommunications Act.

The Staff and Ameritech Michigan subsequently entered into a settlement agreement, attached as Exhibit A to this order. Among other things, the settlement provides that Ameritech Michigan's overrecovery through December of 1993 for its operation of the MRC and the claimed underrecovery through July of 1994 from Ohio Bell total \$1.773 million. Ameritech Michigan agrees to input that amount as a revenue entry in the 1994 reconciliation report, which will be filed on April 1, 1995. Ameritech Michigan will also reduce by 4¢ per access line the rate for the MRC, which is included in the monthly basic local exchange rate. That reduction will become effective concurrently with any other rate alteration approved by the Commission in 1994, but it will not appear as a separate line item on customers' bills. Ameritech Michigan further agrees that services for the deaf, hard of hearing, and speech-impaired persons that are provided to an affiliate will be priced on the same terms and conditions offered to other local exchange carriers.

The Commission FINDS that:

a. Jurisdiction is pursuant to 1991 PA 179, MCL 484.2101 et seq.; 1969 PA 306, as amended, MCL 24.201 et seq.; and the Commission's Rules of Practice and Procedure, R 460.17101 et seq.

# AMERITECH

6

established the funding for the MRC program. Currently, the funding for MBT is \$7 million annually. The \$7 million is to be collected from the ratepayers through an additional charge on the customer bill. The additional charge became part of the excess earnings credit and built into basic local exchange rates. MBT calculated the amount of the charge for 1993 to be \$.175 per applicable access line per month. However, MBT used \$.15 per access line per month based on 4 million access lines (7,00,000/4,000,000/12) in the report filed for the 1993 calendar year.

- Q. Won't the annual reviews account for all the revenues and expenses of the program?
- A. The order in Case No. U-10086, dated May 6, 1992, specified the companies should continue to file reports with the Commission reconciling the amounts funded with the amounts expended. The current funding amount for MBT is \$7 million annually. Consequently, MBT reconciles the \$7 million of revenues, per Commission order, with the actual expenses of the program. MBT does not reconcile the actual revenues collected with the actual expenses of the program.
- Q. Please quantify the difference in revenues?
- A. Exhibit S-\_\_\_\_ (DMF-2) is a calculation of the revenues collected under both methods and the difference between the two methods since 1990. It shows MBT's actual 1993 revenues exceeded the funded amount by over \$1,100,000.
- Q. What does Staff propose?

STAFF TESTIMONY U-10672

STATE OF MICHIGAN  
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

\* \* \* \* \*

In the matter of the application of  
GTE NORTH INCORPORATED for authority  
to revise its schedule of rates and  
charges.

Case No. U-9385

At a session of the Michigan Public Service Commission held at its offices  
in the city of Lansing, Michigan, on the 13th day of March, 1990.

PRESENT: Hon. William E. Long, Chairperson  
Hon. Steven M. Fetter, Commissioner  
Hon. Ronald E. Russell, Commissioner

ORDER APPROVING SETTLEMENT AGREEMENT

On June 16, 1989, GTE North Incorporated (GTE) filed an application seeking  
authority to revise its schedule of rates and tariffs to provide additional  
revenues in the amount of \$22,844,000.

Pursuant to due notice, a prehearing conference was held on September 12,  
1989 before Administrative Law Judge Frank V. Strother. The Commission Staff  
(Staff), Michigan Bell Telephone Company, Central Michigan University, Michigan  
Teleessaging Association, AT&T Communications of Michigan, Inc., MCI Telecom-  
munications Corporation, and the International Brotherhood of Electrical  
Workers, Local 1106, participated in the proceedings.

On January 23, 1990, the parties submitted a settlement that disposes of  
all of the issues in this case. The settlement and stipulation agreement,  
attached as Attachment A, is signed by GTE and the Staff. The other parties  
submitted signed statements of non-objection.

The settlement agreement provides, among other things, that GTE be granted rate relief in the amount of \$9,600,000 annually; provides for the establishment of a range of rate of return on equity of 12.0%-14.0% for a four-year trial period; provides for a reduction of \$9,107,000 over a three-year period in the Michigan Transition Mechanism charge paid to GTE; includes a Lifeline Telephone Service for eligible customers; and provides \$1,457,000 for a dual party relay system for the hearing impaired.

Both Rule 33 of the Commission's Rules of Practice and Procedure, R 460.43, and Section 78 of the Administrative Procedures Act of 1969, MCL 24.278, provide for the disposition of matters by stipulation and agreement. Those provisions do not relieve the Commission of its responsibility to determine whether the stipulation of the parties is in the public interest.

After a review of the settlement agreement in this case, we find it is reasonable and in the public interest and should be approved.

Although the process of settlement involves compromise, the Commission views it as an opportunity for parties to resolve their disputes fairly and expeditiously. A solution devised by the parties themselves is more likely to fit their needs and circumstances. A settlement also conserves the scarce resources of the parties and the Commission. For these reasons, and as long as it can be demonstrated that the public interest is served by a particular settlement, the Commission encourages parties to settle their disputes.

The Commission FINDS that:

a. Jurisdiction is pursuant to 1913 PA 206, as amended, MCL 484.101 et seq.; 1919 PA 419, as amended, MCL 460.51 et seq.; 1939 PA 3, as amended, MCL 460.1 et seq.; 1969 PA 306, as amended, MCL 24.201 et seq.; and the Commission's Rules of Practice and Procedure, 1979 Administrative Code, R 460.11 et seq.

STATE OF MICHIGAN  
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

\* \* \* \* \*

In the matter of establishing compliance  
and rate requirements for the hearing-  
and speech-impaired under the Michigan  
Telecommunications Act.

Case No. U-10086

At the May 6, 1992 meeting of the Michigan Public Service Commission in Lansing,  
Michigan.

PRESENT: Hon. Steven M. Fetter, Chairman  
Hon. Ronald E. Russell, Commissioner  
Hon. John L. O'Donnell, Commissioner

OPINION AND ORDER

The Michigan Telecommunications Act, 1991 PA 179 (Act 179), MCL 484.2101 et seq. became effective January 1, 1992. Section 315 of Act 179 provides that the Commission shall require that a single, statewide relay system for hearing- and speech-impaired persons be established. That section also delineates specific requirements and conditions for the establishment of the relay system. Specifically, calls must be billed as if they had not been placed through the relay center; coin-telephone calls going through the system must be collect, credit card, or bill-to-third-party; and the Commission must establish a rate mechanism for cost recovery. Section 315(2) permits each provider of basic local exchange service to determine whether to provide a relay service on its own, jointly with other basic local exchange providers, or by contract with other telecommunications providers. Finally, the



Commission must appoint a three-person advisory board to assist in administering this section of Act 179.

On March 13, 1990, the Commission issued an order in Case No. U-9117. In that order, the Commission required telephone companies to establish, within 18 months of the order, a single, statewide relay system that would permit reasonable access to the state's switched telecommunications network for hearing- and speech-impaired persons. The Commission ordered Michigan Bell to take the lead in instituting the relay system, and provided mechanisms to fund its operation. The Commission also created a three-person advisory board, consisting of one representative each from the Commission, the Michigan local exchange carrier (LEC) industry, and the hearing- and speech-impaired community, to assist in planning and running the relay system. The relay system and advisory board are both in operation today. The relay system operates 24-hours-per-day, seven-days-per-week; it provides toll free access; calls are billed as if they had not been placed through the relay center but, rather, directly between originating and terminating customer premises equipment (CPE); it handles both intrastate and interstate calls; it handles calls to "700" and "800" numbers, but not to "900" and "976" numbers; and any coin-telephone calls processed through the system are cash, collect, credit card, or bill-to-third-party calls.

Section 315(5) of Act 179 states that a provider may offer discounts on toll calls where a text-telecommunications device (TTD) is used, and precludes the Commission from *prohibiting discounts on toll calls placed through a telecommunications relay service*. In its March 13, 1990 order in Case No. U-9117, the Commission ordered that calls placed through the relay system be ineligible for toll discounts for hearing- and speech-impaired customers. The Commission reasoned that the operation of the system, including billing for calls as if they

were not going through the relay center, already provides a discount. That portion of the Commission's order is superseded by the legislation.

In Case No. U-9117, the Commission required continuing reconciliations of costs and revenues for the relay system. Act 179 is silent on this issue, although Section 315(6) requires the Commission to establish rates that recover costs incurred by a provider of the relay service. It would appear, then, that the reconciliations ordered by the Commission in Case No. U-9117 are reasonable and will permit appropriate cost recovery. Thus, the companies should continue to file reports reconciling the amounts funded with the amounts expended. This report should be filed on April 1 of each year and should cover the previous calendar year period. The report should also include a proposal to deal with any over- or under-recovery of monies.

In Case No. U-9117, the Commission rejected free distribution of TTDs for the deaf because it would greatly increase the cost of the relay system. At that time, the Commission reasoned that system users should provide their own CPE, as do other users of the public switched network. The issue of the provision of TTDs is addressed by 1981 PA 405 (Act 405), which states that a telephone company shall sell or lease telecommunications equipment to the deaf or severely hearing-impaired at the actual purchase cost of the equipment to the telephone company. Act 405 also permits customers who lease the equipment to apply lease payments toward the purchase of the equipment. Furthermore, Act 405 directs the Commission to establish a rate recovery mechanism that permits telephone companies to recover their costs in selling or leasing telecommunications equipment. Similarly, Act 179 requires telephone companies to make TTDs available at cost to those who are deaf or severely hearing- or speech-impaired and to public safety answering points. Thus, both Act 179 and

Act 405 fully address the issue of providing TTD equipment to deaf and speech- and hearing-impaired customers by each provider of basic local exchange service at cost.

In Case No. U-9117, the Commission created an advisory board to assist in the design and operation of a relay system. The Commission indicated that it would appoint all three members of the Board, acting on recommendations from the LEC industry and from the hearing- and speech-impaired community, and it would appoint one representative from the Commission or Commission staff. Members would serve at the pleasure of the Commission. The only advisory board members who would be reimbursed for meeting expenses would be those who are not employees of state government or of a public utility company. The board's reasonable expenses would be covered by the relay system provider.

As indicated earlier in this order, Act 179 also requires the establishment of a three-person advisory board, to include representatives from the hearing- and speech-impaired community, the LEC industry, and the Commission to assist the telephone companies in administering the provisions of Section 315 of Act 179. Act 179 also broadens the responsibility of the board by directing it to investigate and make recommendations on the hiring of "a reasonably prudent number of people" from the hearing- and speech-impaired community to work in the provision of a telecommunications relay service. The Commission concludes that the advisory body created in Case No. U-9117 is consistent with the requirements of Act 179. Therefore, this board should be retained to carry out its previous duties as well as assume the additional responsibilities contained in Act 179.

As indicated earlier in this order, Section 315(6) of Act 179 provides that the Commission shall establish a rate for each subscriber line to allow the provider to recover costs incurred in establishing the relay system. In its March 13, 1990 orders in Cases Nos. U-9385 and

U-8987, the Commission addressed the funding mechanism for Michigan's telecommunications relay system. For GTE, in Case No. U-9385, the Commission authorized funding for a dual party relay system in the annual amount of \$1,457,000. For Michigan Bell, in Case No. U-8987, the Commission ordered the funding of the relay system at a level of \$1 million annually, from April 1, 1990 through November 29, 1991. The Commission further provided that funding will increase by \$2 million increments each on November 29, 1991 and on May 29, 1992. As of November 30, 1992, the relay system is to be funded at a level of \$7 million annually.

At this time, the independent telephone companies are absorbing the cost of the relay system for their customers. If the companies want to establish formal funding, they may file an application under the procedures prescribed by Act 179.

Based on the foregoing discussion, the Commission finds that Michigan's telecommunications relay system for the hearing- and speech-impaired complies with the requirements of Act 179.

Finally, on July 26, 1990, the Americans with Disabilities Act (ADA) was signed into law. The ADA prohibits discrimination against the disabled in employment, public services, and public accommodations. Title IV of the law requires that all common carriers provide telecommunications relay service for deaf and hearing- and speech-impaired persons.

The Commission has reviewed the requirements of the ADA and finds that Michigan's relay program meets or exceeds those requirements. Therefore, Michigan Bell should take the lead in applying for FCC certification.

The Commission FINDS that:

a. Jurisdiction is pursuant to 1991 PA 179, MCL 484.2101 et seq.; 1919 PA 419, as amended, MCL 460.51 et seq.; and the Commission's Rules of Practice and Procedure, 1979 Administrative Code, R 460.11 et. seq.

b. Providers of basic local exchange service should continue to provide at cost a TTD for each individual who qualifies under Act 179.

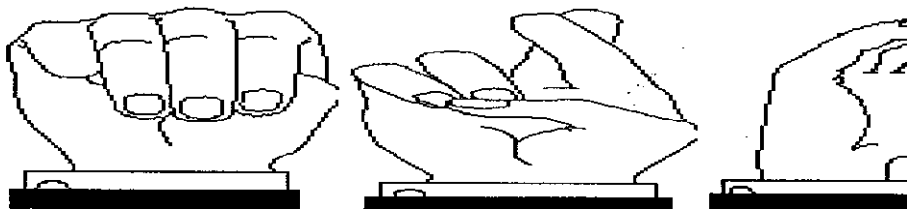
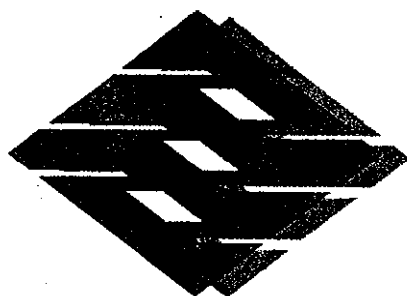
c. Providers of basic local exchange service should continue to provide a telecommunications relay system enabling a TTD user to communicate with a voice telephone user. This service should continue to be provided through the Michigan Relay Center established as a result of the Commission's March 13, 1990 order in Case No. U-9117.

d. The three-person advisory board created by the Commission in Case No. U-9117 should continue to carry out its current duties as well as assume the additional duties incorporated in Act 179. The board should make its first report to the Commission by December 31, 1992 and annually thereafter.

e. Rates and charges for calls placed through the relay system should not exceed the rates and charges of similar calls made directly between originating and terminating telecommunications equipment.

f. The funding mechanisms for cost recovery of the relay system established by the Commission in Case No. U-9117 should remain in place unless and until it is determined that they are overrecovering or not adequately recovering costs.

g. Michigan's telecommunications relay system is in compliance with the requirements of Title IV of P.L. 101-336, the Americans with Disabilities Act, and, therefore, Michigan Bell should take the lead in applying for certification of the system by the FCC.



# M R C - Michigan Relay Center



*Bridging the Communications Gap*

The MRC is operated by SBC/Ameritech on behalf of Michigan's 45 Local Telephone Companies.

To learn more the SBC and Ameritech *click*



***Learn More About the MRC.....***

[Home](#)

[Basic Relay](#)  
[TTY/TDD Users](#)  
[VCO-Voice](#)  
[Carryover](#)  
[HCO-Hearing](#)  
[Carryover](#)  
[Voice Users](#)  
[PC Users](#)

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***HOW DO I CALL SOMEONE WHO IS: DEAF, HARD-OF-HEARING OR SPEECH-IMPAIRED AND HOW CAN THEY CALL ME?***

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## Our Mission

A TELEPHONE SERVICE THAT BREAKS THE COMMUNICATION BARRIER PEOPLE WHO ARE DEAF, HARD-OF-HEARING OR SPEECH-IMPAIRED.

---

Using a telephone is simple for most people. They pick up the receiver and dial a number. In second they are talking and listening to a family member, a friend, a business associate or someone who can respond in an emergency.

But if you're Deaf, hard-of-hearing or speech-impaired, one would think that communication link with the world would be out of reach.

Not since 1991.

Now there is a telephone service in Michigan that lets you "talk" with anyone, anytime, anywhere in the world. It's called the Michigan Relay Center. It relays calls from "hello" to "goodbye" - between people who are Deaf, hard-of-hearing or speech-impaired.

Key to using the Michigan Relay Center is The Teletypewriter (TTY/TDD) or home computer with communications software. Relay users who are Deaf, hard-of-hearing or speech-impaired type their

[Call Procedures](#)  
[Relay](#)  
[Representatives](#)  
[Ambassador Team](#)  
[Cust. Contact Team](#)  
[Customer Profile](#)  
[Area Manager](#)  
[Customer Feedback](#)  
[Michigan Link](#)

### **Additional Relay Services:**

**Speech to Speech  
English Relay  
Service.....866-656-  
9826**

**Speech to Speech  
Spanish Relay  
Service.....866-656-  
9827**

**Spanish to Spanish  
TTY/Voice Relay  
Service.....866-656-  
9825**

**Special Needs Center  
for Ameritech  
customers  
only.....800-924-1973**

***MRC is now offering  
the ability for our  
customers to place  
"900" calls through a  
relay operator. All  
applicable rates will  
apply. For relay  
assistance dial:  
Toll free English:  
900-344-3323***

***Toll free Spanish:  
900-344-4889***

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For special need  
products check out  
**Ultratec .... Connecting  
People with People! 800-  
482-2424 go to  
[www.ultratec.com](http://www.ultratec.com)**

outgoing messages on the TTY or computer keyboard and read incoming and outgoing messages displayed on the screen.

These devices, which connect with most standard analog telephones, have long enabled people who are Deaf, hard-of-hearing or speech-impaired to communicate with others who also have a TTY.

But, by calling the toll-free number for the Michigan Relay Center - people who are Deaf, hard-of-hearing or speech-impaired can communicate with virtually anyone 24 hours a day, 7 days a week, including holidays.

### **THERE IS NO EXTRA CHARGE.**

The Michigan Relay Center is fast and easy to use. You will not be charged for this service. Only normal telephone charges will be applied. There are no limits to the length or number of your calls.

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### **Questions and Complaints:**

For questions, commendations, or complaints about the Michigan Relay Center, call the Relay Service customer service number, toll free 1-800-432-5413 or 1-800-432-0762 (TTY/TDD and voice).

### **If you prefer, you may write to:**

Michigan Relay Center  
155 Henrietta  
Birmingham, MI 48009

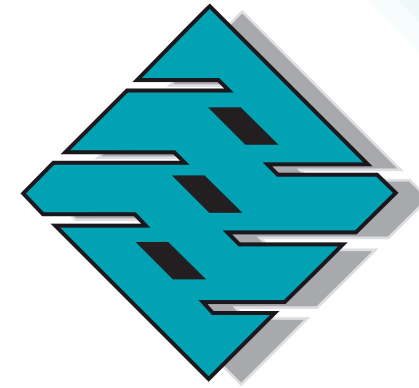
**General Information:** [gale.d.edwards@msg.ameritech.com](mailto:gale.d.edwards@msg.ameritech.com)  
**(Gale D. Edwards)**  
**Website designed by:** Kim Darden  
**Webmaster:** [jharucki@aol.com](mailto:jharucki@aol.com) (Jonathan M. Harucki)

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Equipment (For  
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Special Needs Vendor at  
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to [www.hitec.com](http://www.hitec.com)

Send mail to [jharucki@aol.com](mailto:jharucki@aol.com) (Jonathan Harucki) with questions, feedbacks or comments about this web site.  
Last modified: 02/05/02





# **Michigan Relay Center**

ADVISORY BOARD  
ANNUAL REPORT  
**2001**



# Customer Input - 2001

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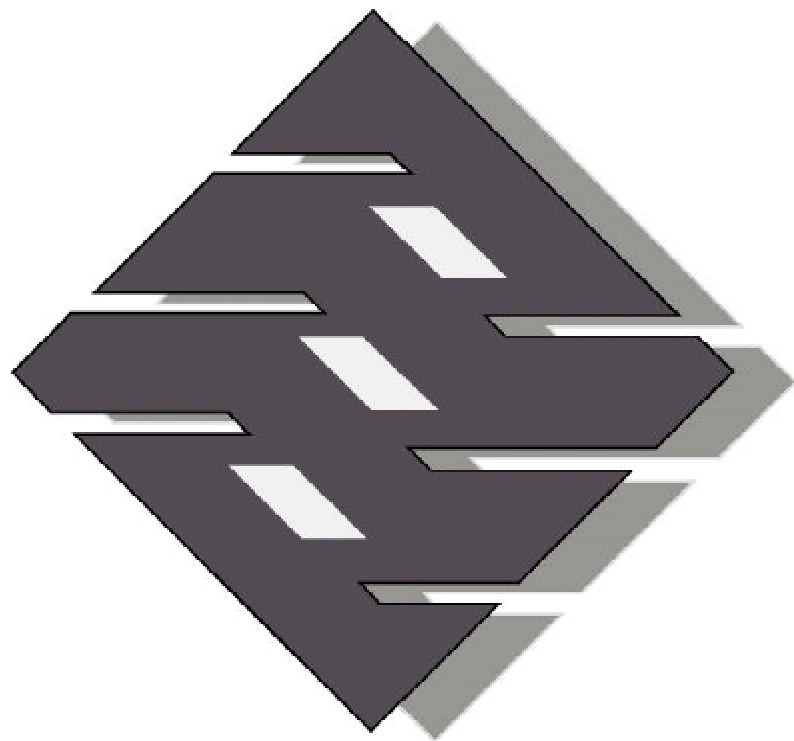
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## Michigan Local Exchange Providers

Ameritech Michigan provides Telecommunications Relay Service, (TRS) on behalf of all basic local exchange service (BLES) providers in the state of Michigan. As mandated by the Michigan Public Service Commission (Commission), all providers of BLES must share in the cost of providing TRS at the Michigan Relay Center.

The number of licensed BLES providers is steadily growing in Michigan. You can access the list of BLES providers at the Commission's web site, which can be found on the internet at: <http://cis.state.mi.us/mpsc/comm>.

Customer input continues to be a very important element in determining the quality of service the Michigan Relay Center (MRC) provides to its customers. Customer input helps the MRC measure customer satisfaction and is carefully considered when developing methods and training within the MRC.

The MRC has a formal process to receive input directly from its customers. MRC customers can call the supervisor desk at 800-432-0762 or on 800-432-5413 (24-hour line). The toll free numbers are accessible for both TTY and Voice Callers. Calls are taken from customers who wish to give a commendation to the relay center as well as discuss any particular relay issues. Immediate action is taken to address any concerns.

The MRC received 3,668 customer contacts in 2001. Of these, 99.5% were satisfied with their service from the MRC or service had exceeded their expectations.

Below are some commendations the MRC received in 2001 from customers regarding their service:

*A wonderful Rep. She was so patient and very professional. We had to wait for about 30 minutes for those automatic voice messages to go through and the Rep never seemed to mind at all. I even messed up on the call and she was very understanding and helpful. Thank you. Great job.*

*Rep is a good rep and has a lot of patience. She is a BIG HELP. I appreciate her very much.*

*Rep helped her to take care of several business calls. It was lengthy, but the Rep was patient and very assisitive in her service.*

*Rep included all background noises and allowed me to feel a part of the environment calling into. Very professionally done. Since I am a professional person, I appreciate my calls being done in a professional manner.*

*Rep did a very good job. Made me feel very comfortable, like having my own ear. This is very important to me. I make a lot of business calls, and this Rep did not miss a word.*

*Rep was wonderful, very helpful, compassionate and concerned. We made several calls in the cold rain. She was just so nice and helpful when my car broke down 2 hours away from home in the woods. She deserves the recognition for a very good job!*

## Ambassador Team

As part of its outreach, the MRC has an Ambassador Team that is comprised of several relay reps and translators from the MRC. This team assists the Outreach Managers in their many efforts and schedules monthly outreach activities of their own. The goal of the Ambassador Team is to educate, primarily to hearing customers at businesses and organizations that serve the Deaf and Hard-of-Hearing communities, about Relay Services. The Ambassador Team provides demonstrations on how Relay works, supplies outreach materials (brochures, etc), and answers any relay related questions our customers may have.

## DOD/MRC Town Hall Meetings

The Division on Deafness (DOD) and the Michigan Relay Center (MRC) teamed up again in 2001 to give the Deaf and Hard-of-Hearing communities in Lansing, Grand Rapids, Flint, Detroit, Grayling, and Marquette, an update on Relay services. Each meeting was over 3 hours long. Attendance was very good, and the best part of the meetings was the time set-aside for questions and comments. The attendees had numerous inquiries for both the DOD and the MRC. The information shared was beneficial to all. The response to the town hall meetings was very favorable and it was requested that these meetings be held annually rather than every two years.

## History of the MRC

The Michigan Relay Center (MRC) was established by Order of the Michigan Public Service Commission (MPSC) on March 13, 1990. The Commission ordered the local exchange carriers in Michigan to design and implement a Dual Party Relay System to provide communications for deaf, hard-of-hearing and speech-impaired people in the State of Michigan. This system was to be operational by September 13, 1991. Ameritech Michigan, with the concurrence of all other local exchange providers in the state, undertook the development and operation of the relay service.

The MRC design proceeded with the objective of providing the highest quality service possible. Input for the design of the system was gathered via the needs of the Deaf Community, visits to other relay centers, and experience from other vendors.

On May 29, 1991 the MRC began operation, marking the beginning of a new telecommunications era in Michigan. Individuals who had to rely on others to make a phone call for something as important as a call to their doctor, or as simple as ordering a pizza, are now able to be as independent as those who formerly made their calls.

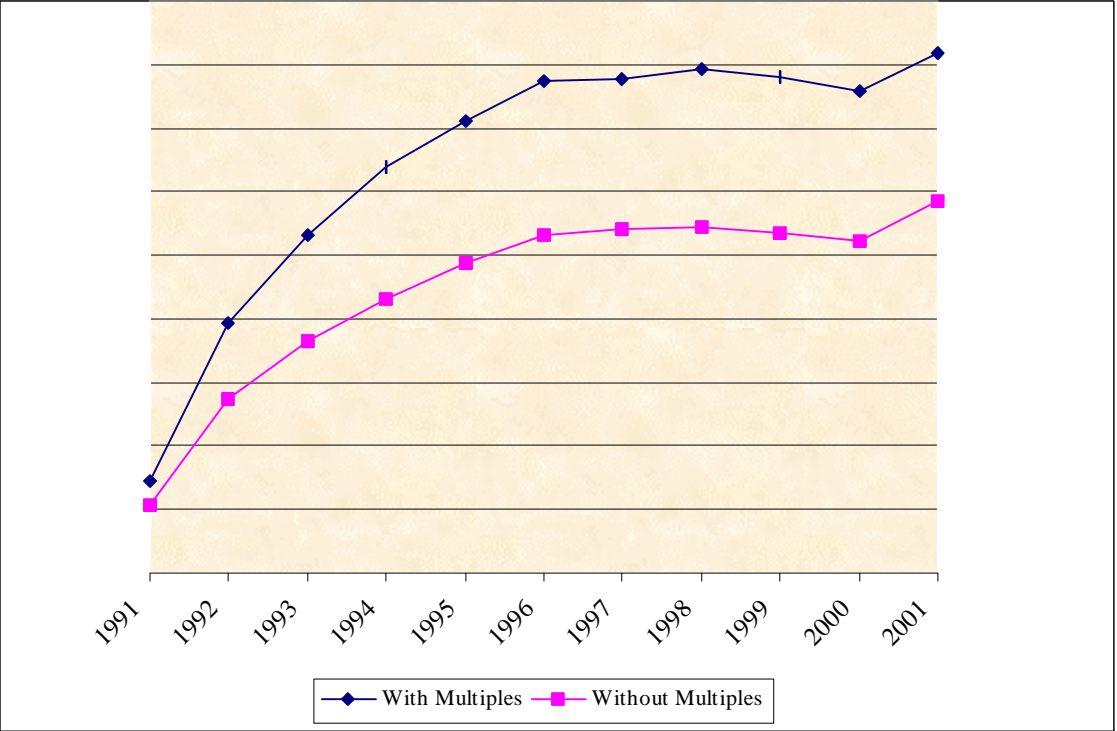
On December 8, 1991 after approval by the MPSC, the first calls to points outside of the State of Michigan were completed through the MRC. In compliance with the Americans with Disabilities Act (ADA), MRC users can now call anywhere in the United States as well as anywhere in the world.

On November 6, 1992 the MPSC issued an Order adopting the MRC Advisory Board's recommendation to implement a program which requires each provider of basic local exchange service to provide a text telephone (TTY) device at cost to certified deaf, hard-of-hearing or speech-impaired persons. This Order specified that TTYs provided at cost meet certain minimum requirements. On November 26, 1996 the MPSC issued another Order adopting the MRC Advisory Board's recommendation for a "new" TTY order which supports advanced technology and enhanced telephone services for TTY users. The Order requires that each provider of basic local exchange service consider the following TTY models: 1) full-featured TTYs that reflect a balance between current technology and reasonable price; and 2) an alternative TTY for individuals who cannot afford the full-featured model. Provisions for a payment plan option and warranty are also specified in Michigan's TTY order.

On March 6, 2000 the Federal Communications Commission (FCC) amended the Telecommunication Relay Services (TRS) rules in Docket CC 98-67 to expand the kinds of relay services available to consumers with hearing and speech disabilities and to improve the quality of TRS. In particular, the Order requires that Speech to Speech and Interstate Spanish Relay be made available by March 1, 2001. Other improvements and requirements of the Order include: ability to make pay per call calls, minimum typing speed of 60 words-per-minute (wpm) by the relay representative, faster answer performance, extended outreach to all callers for all forms of TRS, automatic transfer of emergency calls to 911, etc. In addition, 711 access to the state's relay center was mandated by the FCC to be made available by October 1, 2001. The MRC is in compliance with the FCC's new directives on TRS.

# MRC Incoming Call Volumes

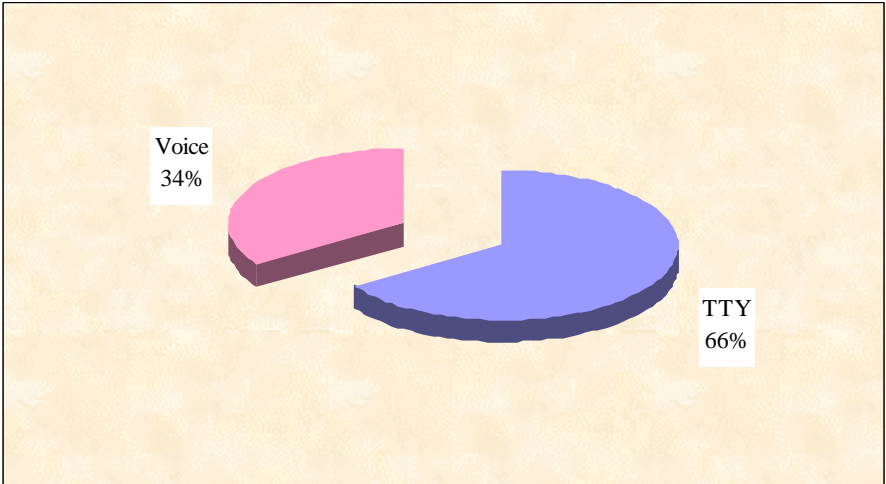
With and Without Multiples



The MRC began operation in May, 1991 and ended the year with incoming calls reaching over 200,000. In 2001, the MRC concluded another successful year of operation, handling more than 1.6 million incoming calls with multiples. To date, over 14.2 million incoming call requests were handled by the MRC.

Note: Multiples are a single incoming call requiring more than one outgoing call.

# MRC 2001 Call Origination



In 2001, MRC Calls originating from TTY customers represented 66%, while Voice customers represented about 34%.

# Michigan Relay Center Advisory Board

This is the eleventh Annual Report of the Michigan Relay Center (MRC) Advisory Board. The Advisory Board was established by Order of the Michigan Public Service Commission on May 21, 1990. Our on-going purpose is to assist and advise in the operation of the telecommunications relay system for the State of Michigan. This service allows deaf, hard-of-hearing, and speech-impaired people to communicate with hearing people through the assistance of a third party or relay representative.

This report provides a synopsis of the MRC activities in 2001. Michigan telecommunications relay service began on May 29, 1991 allowing deaf, hard-of-hearing, and speech-impaired individuals to call anyone, anywhere, at anytime. Expanded outreach programs presented to numerous groups and individuals have provided information on relay center activities and issues, and have aided in the call growth the MRC has experienced since its inception.

Costs of providing Michigan’s telecommunications relay service and the associated funding are included in this report.

On May 15, 2001, the Michigan Public Service Commission appointed David Piasecki to the Advisory Board. Mr. Piasecki represents the Michigan Local Exchange Carrier Industry. Ms. Lasswell who formerly held this position resigned to pursue other interests. The Advisory Board and the MRC wish to welcome Mr. Piasecki, and offer our thanks to Ms. Lasswell for her contribution to the Board’s efforts.

The Michigan Relay Center Advisory Board met on four occasions in 2001: March 20th, June 12th, September 18th, and December 18th. All Board meetings are open to the general public.

The Michigan Relay Center celebrated their tenth anniversary in May of this year. Congratulations to the team on another successful year of operation.

Thomas Lonergan, Michigan Public Service Commission

Christopher Hunter, Division on Deafness

Therese Lasswell, Ameritech Michigan - Representing the Michigan Local Exchange Carrier Industry

David Piasecki, Ameritech Michigan - Representing the Michigan Local Exchange Carrier Industry



## How Relay Service Works

To use the relay system, a person who is deaf, hard-of-hearing, or speech-impaired uses a device called a text telephone (TTY). The TTY caller dials the MRC at 800-649-3777/or <sup>1</sup> 711 to reach a relay representative. The representative calls the person with whom the TTY caller wishes to talk with. The caller types a message into the TTY, which the relay representative receives and “voices” to the person called. The representative then types the called party’s response back to the caller.

Hearing persons or non-TTY users may also use the service to reach a TTY user by calling the same statewide 800 number or by dialing 711. The caller tells the representative the area code, telephone number, and the name of the person they are calling. As the conversation is being relayed, the non-TTY user talks as though speaking directly to the TTY user. Relay representatives do not edit calls made through the relay. Center employees are forbidden to disclose any information from the calls, and no records of conversations are kept.

In addition to direct-dial local calls, users can make interstate and intrastate long distance calls, collect calls, calling card calls, calls billed to a third number, person-to-person calls, and calls from a hotel room. Some telephone service providers may provide toll discounts to those individuals who use a TTY.

Effective November 1995, local calls from a coin telephone made through a Telecommunications Relay Service (TRS) center are provided at no cost to the person making the call. This is part of an interim solution mandated by the FCC to provide functionally equivalent pay phone use for people with hearing difficulties. The ability to use coins at pay telephones for TRS users is still not technologically feasible. Toll and long distance calls made through the Michigan Relay Center (MRC) from a pay phone can be charged to a calling card and will cost no more than the same call using coins. Brochures with instructions are routinely distributed through MRC outreach efforts and are available upon request.

In 1997, the MRC implemented Customer Profile Service (CPS). CPS is a software upgrade that enables relay representatives to create personalized customer profiles that speed-up call processing. With the CPS enhancement, MRC customers can create their own speed dial list of frequently called numbers, establish a billing preference, pre-select a telephone carrier of their choice, as well as a host of other time saving services. If you are a customer of the MRC and would like to have your own CPS, please contact the MRC supervisor desk on 800-432-0762 for more information.

Beginning December 18, 2000, 900 pay-per-use calling became available. In addition, the MRC implemented Speech to Speech English/Spanish Relay and Spanish to Spanish Relay on February 6, 2001. To obtain the toll free numbers for these additional relay services and to find out more about the MRC, you can access their web site at [www.michiganrelay.com](http://www.michiganrelay.com). An array of information is provided on use of the MRC, TTY equipment, etc. Also, for information, requests, or to provide comment regarding the MRC, you may reach them through their email address at [mrc@michiganrelay.com](mailto:mrc@michiganrelay.com).

<sup>1</sup>Beginning October 1, 2001, 7-1-1 Access to TRS centers nationwide was made available per a federal mandate.

## Outreach and other efforts of the MRC - 2001

The goal of the Michigan Relay Center (MRC) is not only to provide ongoing educational and informative Outreach Programs on Telecommunications Relay Services (TRS) to users of the MRC, but also to inform all consumers of its purpose and usefulness in everyday life. The MRC, through their outreach efforts, took great strides in targeting a variety of people who are not only Deaf, but who may be Hard-Of-Hearing or Speech-Impaired. The MRC is pleased to report that over 8,752 people had the opportunity to attend presentations offered by the MRC Staff at the following locations:

Deaf Senior Citizens groups in Flint and Farmington Hills; Blue Care Network in Southfield; Howell High School; Hearing Parents of Deaf Children; TCAD II Camping in Cadillac; Town Hall meetings with Division on Deafness in Lansing, Grand Rapids, Flint, Marquette, Detroit, Grayling; Salvation Army Special Needs Committee; Michigan School for the Deaf; Flint Association of the Deaf; Kirtland Community College; Roscommon Club for the Deaf; Michigan Coalition of the Deaf and Hard-Of-Hearing; Self Help for the Hard-of-Hearing; Paw Paw Mercy Hospital; Deaf Link/Goodwill; Grand Rapids Association for the Deaf; Centers of Independent Living in Kalamazoo, Lansing, Flint, Grand Rapids; Western Michigan Association of the Deaf; Detroit Police Department; St. John Hospital; Tri-County Association of the Deaf-Saginaw; Voice Inc.- Saginaw; Michigan Deaf Association; Deaf Community Advocate Network’s Deaf Awareness Day; Telecommunications for the Deaf Inc. South Dakota; New York Deaf Exposition, Hempstead, New York; TCAD Annual Christmas Ball; Macomb Community College; Michigan Association of the Deaf /Hard-of-Hearing Leadership Training School; Department of Defense-Battle Creek.

### *Some Highlights! ...*

- New TRS services were implemented by the MRC in 2001 in accordance with Federal mandates. The MRC began offering Speech to Speech and Spanish Relay Services on February 6, 2001. In addition, all carriers were required to make 711 access to the state’s relay center available on or before October 1, 2001.
- In partnership with United Cerebral Palsy (UCP), the MRC provided training sessions on Speech to Speech services to Centers of Independent Living Staff. Their Staff in turn trains their clients who can benefit from this service. This partnership will continue on into 2002.
- The MRC and other Ameritech personnel received Deaf Culture Training and coverage on new issues affecting the Deaf community.
- MRC Staff visited 9 homes to educate homebound customers on how to use the MRC service, their TTY equipment, and to assist them in setting their flashing light devices.
- The MRC responded daily to customers with requests for: Brochures, business cards, instructions on VCO/HCO and Speech-to-Speech, Coloring Books, the MRC-Michigan Link Newsletter, video tape loans, Special Needs catalogs, TRS abbreviation bookmarks, and MRC trinkets. MRC Staff also assisted customers with questions on TTY equipment, cellular phones, telephone bills, and voice mail services.

2001 Michigan Relay Center Expense and Funding:	Expense	Direct Funding
Ameritech Michigan	\$8,787,908	\$9,463,028
GTE North Incorporated	1,298,305	1,457,000
Ace Telephone Company of Michigan, Inc.	10,665	0
Allendale Telephone Company	11,665	9,356
Baraga Telephone Company	9,820	8,087
Barry County Telephone Company	16,004	0
Blanchard Telephone Association	2,758	0
Bloomington Telephone Company	4,114	0
Brooks Communications	83,083	0
Carr Telephone Company	3,952	0
Century Telephone Midwest, Inc.	57,254	0
Century Telephone of MI, Inc.	120,107	0
Century Telephone of Northern MI, Inc.	6,122	0
Chapin Telephone Company	1,314	0
Chatham Telephone Company	5,618	0
Chippewa County Telephone Company	3,129	0
Climax Telephone Company	2,960	0
Communication Corporation of Michigan	9,436	0
Deerfield Farmers' Telephone Company	5,193	0
Drenthe Telephone Company	1,432	0
Frontier Communications of MI, Inc.	44,969	0
GTE Systems	100,505	0
Hiawatha Telephone Company	12,540	0
Island Telephone Company	2,043	0
Kaleva Telephone Company	4,718	0
Lennon Telephone Company	3,637	0
Midway Telephone Company	1,628	0
Ogden Telephone Company	870	0
Ontonagon County Telephone Company	9,676	0
Peninsula Telephone Company	3,007	0
Phone Michigan	60,353	0
Pigeon Telephone Company	6,889	0
Sand Creek Telephone Company	2,314	0
Shiawassee Telephone Company	11,542	0
Springport Telephone Company	3,622	0
Upper Peninsula Telephone Company	12,690	0
Waldron Telephone Company	1,200	0
Westphalia Telephone Company	1,930	0
Winn Telephone Company	1,403	0
Wolverine Telephone Company	18,883	0
Worldcom Technologies, Inc.	16,910	0
<b>Total:</b>	<b><u>\$10,762,169</u></b>	<b><u>\$10,937,472</u></b>